(i) To provide one public telephone in each village by the end of 8th Five Year Plan.

(ii) Open .small, exchange at a plaxe, whenever paid registered de-mand exceeds 10.

As on 28.01195, above t,70,0ep villages-have been provided with Telecom Servi ces-

(d) The objectives of the 8,th Five Year Plan (1992-97) of the Department of Telecommunications envisage:

— waiting period for providing telephone-connections not to exceed two years in large telephone sys-. tern

However, National Telecom Policy, 1394 envisages providing telephone connections practically.. on demand by 1997 all over the country including Ahmedabad and metropolitan cities.

(e) Basic Services are being opened to private sector for which tenders have been called to . • supplement, the efforts of Department of Telecom in meeting the objectives of- National Tele com Policy,. 1994.

Malfunctioning of the MTNL

368. SHRI GHUFRAN AZAM: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government's attention has. been, drawn to the newsitem cap tioned "Bluish. system to check MTNL malfunctioning" reported in the Hindus tan Times dated the 9 th February, 1995

(b) if so, whether Government propose to seek the help of the UK in click ing the malfunctioning of MTNL;

to) .the details of loofoles and.discre-.... pancies.found, in the working of MTNL; and

(d) the other corrective, measures taken" to streamline the functioning of MTNL?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir-

(b) No, Sir. .

(c) and (d) .MTNL is a big organisa tion whose network has crossed 2 million telephone, lines .mark recently and is growing at around 20 per cent. annum For maintenance of cable records *in* such a large system and periodical mom-taring their health, automatic processes through cmputer controlled Systems are necessary. A pilot project with the" help of Telecom. Engineering Centre has been proposed to improve the reliability of cable data and record keeping. Various other measures taken to improve' the services "by MTNL are given in State ment.

. . **Statement** .

Steps taken to improve servives ?MTNL

Several measures have been taken, to wards betterment of services by improving reliability as well as by improving customer interface. These are as under:

1. *TELEPHONE EXCHANGE AND MEDIA:*

(a) Introduction of Electronic Ex-changes.

(b) Introduction of Electronic Taxs.

. -(c) Introduction of Eleotronic Transit Exchanges

(d) Phasing out of old and life expired electro mechanical exchanges.

(e) Introduction of optical fibre and digital clcrowave 'system for Interexcrrange functions.

2. *INTERNAL PLANT:*

(a) Laying of under, ground cables inducts

(b) Pressurisation. of paper core under-ground-cables..

(c) Use of 'Jelly "filled PVC insula ted under-ground rabies.

(d) Use of improved termination devices employing insulation displace ment technique. It pron.

(e) Replacement of oil fault prone cables.

(f) Use of insulated dropwire with proper accessories.

(g) Reduction, of oyethewt spe*n* in local loop.

3. *COMPUTERISAATION OF THE FOLLOWING HAS BEEN TAKEN UP*

(a) Fault Repair Service.

(,b) Comprehensive Financial Managemeiu System including commercial and billing-activities.

4. OPENING OF ADDITIONAL COM PUTERWED VOSTOMBK SERVICE CENTRES/QUICK COST1MBR SERVICE CENTRES.

5. IN*CREASED ACCESS TELEPHONES BY OPMMNG-*.

(a) Additional Public Telephones local and STD calls.

(b) Telecom ceatnes.

r. *IMPROVED CUSTOMER INTERFACE*

(a) Contrction of telephone adnliat

(b) Conduction of *Open* House Ses sions. . .

(e) Decentralization of several con-mercial activities to Divisional Custo ruer Service Centres.

(d) Easy accessicility of field officers general public.

Foreign Technology in the Comnuraicar tion Network

369. DR. NAUNIHAU SINGH! Will the MINISTER of COMMUNICATION 'be' pleased to state:

la) whether Government are aware that there is a public apprehension over the plethora of foreign technologies that would be inducted in the existing communication network;

(b) whether Govemment are also aware of the Seeling of the DOT officials that the new systems had been husriedly picked up without considering that they could pose major installation problems; and

(c) if so, what steps Government intend to, take to cope up with such a serious; situation to occur?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRl SUKH RAM): (a*)* No, Sir;

(b) No written communicatkm in this regard has been received. However, no installation problem is envisaged.

(c) Does not arise in view of lb) above.

Improvement of Telephone Services

370. SHRI BHAGABAN MAJHI Will the Minister of COMMUNICATIONS be pleased to state:

(a), whether (her is a need to improve telephone services in the country in general and in Orissa in particular;

(b) if so, the steps taken to identy the areas where improvement is vary urgently required; and

(c) the details of steps taken to imple ment the plan drawn up for improve-meat of'telephone services?

THE MINISTER OF STATTE OP THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM) (a), and (b) Improyment of telephone services is, a continuous process. Various measures are regularly taken by department for improving the quality of service* as detailed below:—

(i) Moderni'tatkm of the Switching network.

(ii) Computerisation *at* vraioua service*.

(iii) Upgradation of external plant